

Improving patient satisfaction and reducing readmission rates with interprofessional rounds

Cindy Atkinson RN, MSN, CNL, DNP student; Linda Hulton, PhD., RN; Margaret Bagnardi, EdD, MSN, RN, CCRN, CNL

James Madison University School of Nursing

Background

- A 255-bed nonprofit, community hospital in a mid-Atlantic State.
- The Center for Medicare and Medicaid Services has put a strong emphasis on decreasing readmission rates and subsequent withholding of reimbursement for hospitals (Zakzesky, et al., 2015).
- The community hospital had concerns regarding lack of reimbursement based on readmissions, decreased safety, patient satisfaction, and increase in hospital cost (Burns, K., 2011).

Problem

- Lack of interprofessional communication delays a patient's discharge, ties up available beds, reduces availability to accept admissions and transfers, promotes readmissions, and decreased patient satisfaction (Burns, K., 2011).

Purpose/ Aim

- Implement interprofessional collaboration rounds on a 55-bed telemetry unit and evaluate the outcomes on patient satisfaction and readmission rate.
- Increase patient satisfaction scores by 2.5% and reduce readmission rates by 10% with implementations.

Methods

IHI quality improvement model – Plan-Do-Study-Act
Three questions will be addressed in the intervention.

- What are we trying to accomplish?
- How will we know that a change is an improvement?
- What change can we make that will result in improvement (Institute for Healthcare Improvement, 2018 ?

PDSA is a rapid-cycle quality improvement method that identifies, implements and measure changes to improve a process or system (Institute for Healthcare Improvement, 2018).



PDSA 1: Initial planning stages, Go Live with 1 Doctor
May-Oct 2017

PDSA 2: Redesign of documentation template
Oct-Dec 2017

PDSA 3: Change location of IR to Nurse's station
Dec 2017-Jan 2018

PDSA 4: Stopped using documentation template, case manager documents and flows to nursing status board
Jan-Feb 2018

PDSA 5: Set goal time limit to 30 min., stopped giving Doctors "heads up" page
Feb-April/May 2018

PDSA 6: removal of set times for Doctors, encourage nurse participation, doctors to give quick 2 sentence summary
April/May 2018-present

Intervention

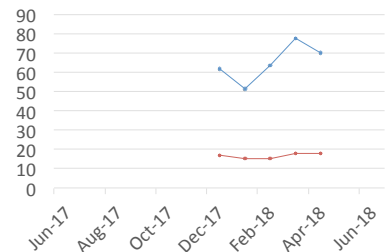
- Interprofessional Rounds are held Monday-Friday at 11am at the Nurses' Station on PCU.
- Rounds are Case Management led
- Rounds are attended by the Hospitalists, Case Managers, Pharmacy, and the Charge Nurse of PCU
- Every patient admitted under a hospitalist care are discussed in rounds, discharge plans and needs are discussed.
- Goal length of Interprofessional Rounds is 20 minutes



Preliminary Results

Pre-data December 2017- Readmission rates on PCU were at 17% and at 3 months 17.67%

- December 2017 patient satisfaction with discharge from PCU was 61.9% and at 3 months 70%
- Awaiting for 6 month post data.



→ Patient Satisfaction Scores
→ Readmission rates

Measures

- Data was gathered pre-implementation (prior to Jan 2, 2018), at 3 months, and 6 months post implementation data in process.
- Retrospective chart review was done.
- Post data from the patient satisfaction survey provided by National Research Corporation, will be compared and analyzed with pre-data.
- The 30-day readmission rate data for Medicare patients obtained from Health Quality Innovators.

Implications

- Data collection still in process.
- Interprofessional communication and collaboration brings together several disciplines to round on each patient.
- Promotes a clear plan of discharge from the time of admission.
- Further research and pilot studies are needed to analyze promotion of positive patient outcomes for future models of care.



Project Timeline